(b) if so, what steps have been taken to monitor, inspect and supervise the Indian Airlines Staff at airports to properly meet public queries for flight informations;

(c) whether management of Indian Airlines examined the service performed by Indian Airlines personnel in Hyderabad;

(d) steps proposed to improve service of Indian Airlines in Hyderabad?

THE MINISTER OF CIVIL AVIATION (SHRI C. M. IBRAHIM): (a) No, Sir.

(b) Does not arise.

(c) Yes, Sir.

(d) Staff are being imparted necessary training on communication skills as well as customer relations. Indian Airlines also have floor walkers for assisting the passengers at the airport. Passenger Facilitation Assistants are also available to take care of the invalid passengers and unaccompanied minors.

Representation by PHDCCI regarding restoring excise duty benefit to small paper

1959. SHRI KRISHNA KUMAR BIRLA: Will the Minister of FINANCE be pleased to state:

(a) whether the PHD Chamber of Commerce and Industry has urged Government to save small paper manufacturers by restoring the excise duty benefit available till recently;

(b) if so, whether the small paper manufacturers in the country are on the verge of collapse due to excise duty imposition; and

(c) if so, the further reaction of Government on such representation by PHDCCI?

THE MINISTER OF FINANCE (SHRI P. CHIDAMBARAM): (a) the PHD Chamber of Commerce and Industry had requested the Government to reduce excise duty on paper, paperboard, etc. made from at least 75% unconventional raw materials, from 10% to the pre-Budget level of 5% advalorem on the ground that the increased duty affected the competitiveness of small paper mills.

(b) and (c) The Government, in the consideration stage of the Budget acceded partially to the demands of small paper mills and prescribed 5% ad valorem excise duty on such paper for first clearances of 10,000 MT in a financial year. In the current financial year, the limit is prescribed at 5,000 MT to be calculated from 11th September, 1996. In view of this there may not be any hardship to small paper mills.

Guidelines of Planning Commission for undertaking Tourism Centres

1960. SHRI W. ANGOU SINGH: Will the Minister of TOURISM be pleased to state:

(a) whether there is any guidelines of the Planning Commission for undertaking Tourism Centres;

(b) the steps taken up by Government for development of the National Tourism Centres in the country; and

(c) whether the Zugo Valley which is famous for different species of flowers, fauna and flora of the Senapathi District of Manipur near the Nagaland border can be developed as a National Tourism Centre?

THE MINISTER OF PARLIAMENTARY AFFAIRS AND MINISTER OF TOURISM: (SHRI SRIKANTA JENA): (a) to (c) Development of Tourism Centres is primarily the responsibility of the State/Union territory Governments. However, the Department of Tourism provides central financial assistance to State/Union Territory Governments for Tourism projects which fall within the guidelines drawn by Department of Tourism.

The Department has not received any proposal from Government of Manipur to develop Zugo Valley.